

November 13, 2013

## REVISED NOTICE OF OPEN POSITION

The Association of Bay Area Governments is recruiting to develop a selection list for the position of Claims Supervisor (P5), Job # 13-74. **Position is open until filled and may be closed at any time.**

**CLAIMS SUPERVISOR (P5)**  
**ABAG PLAN CORPORATION**  
**\$7,911 - \$9,615 Per Month**

### **POSITION SUMMARY**

Under general direction the Claims Supervisor plans, organizes, directs, coordinates, supervises, and evaluates the work of assigned professional and technical claims examination staff engaged in the review, evaluation, investigation, adjusting, and processing of liability claims within ABAG PLAN Corp operations. In addition to these responsibilities the Claims Supervisor carries a workload of technical or specialized claims.

### **DUTIES INCLUDE:** (The examples may not cover all duties which may be performed)

- Plans, organizes, directs, coordinates, supervises and evaluates the work of assigned professional and technical claims examination staff
- Trains, motivates and evaluates staff; provides or coordinates staff training; conducts performance evaluations; implements discipline procedures
- Oversees, reviews and guides all claims activities including evaluating reserves and liabilities and conferring with legal counsel
- Evaluates, oversees and provides support in claims handled by claims examiners; reviews all Reservation of Rights letters for coverage issues, ensures reserves on all open files are set appropriately, gives direction in claims settlement; aids in determining liability and settlement negotiations
- Monitors and reviews both litigated and non-litigated files and claims including property damage resolution to ensure proper investigative techniques and claims assessment processes are followed; ensures that financial limitations on decision making are complied with
- Prepares, analyzes and evaluates a variety of technical reports with respect to claims management including loss runs and related documents
- Reviews and approves all payment requests within designated authority level; signs checks; resolves financial claims related issues with ABAG's Finance Department
- Receives and resolves sensitive complaints, concerns and questions from member clients; researches issues and responds as appropriate, keeping ABAG Plan Management apprised

**DUTIES (CONTINUED):**

- Assists in developing, planning and implementing goals and objectives; recommends and administers policies and procedures
- Attends a variety of meetings and may serve on assignment committees as designated by management
- Performs a variety of administrative tasks including filing, copying, and entering data into the computer system
- Performs related duties as required

**QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES):**

- Knowledge of operations, services and activities of a comprehensive liability claims program
- Principles and practices of supervision, training, discipline and performance evaluation
- Methods and techniques of investigating and evaluating a wide variety of claims
- Mandated and ABAG rules, regulations, policies, procedures and standards governing claims examination, investigation and processing
- Laws and methods of determining compensability
- Methods and techniques of determining and setting reserve amounts
- Principles and practices of risk management
- Litigation values, settlements, and legal expense values
- Government tort liability including City, State, and Federal Statutes
- Methods and techniques of conducting research and statistical analysis
- Methods and techniques of investigating and determining the existence of fraudulent claims
- Knowledge of Federal, State, and local laws, ordinances and regulations related to assigned area of responsibility, including the California Government, Vehicle, and Penal Codes
- Ability to supervise, schedule, train, discipline and evaluate subordinate staff
- Evaluate program effectiveness and recommend adjustments as needed
- Establish, monitor, and control operations, staff, and schedules to meet goals and objectives
- Provide technical advice to subordinate personnel in solving difficult problems or assignments
- Oversee the investigation and adjudication of a wide variety of first party and general liability claims
- Prepare and process payments for settled claims
- Ensure the provision of excellent client support
- Organize work, coordinate projects, set priorities, meet critical time deadlines, and follow-up on assignments with a minimum of direction
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in sensitive situations
- Manage records and claims diary systems
- Communicate clearly and effectively both verbally and in writing
- Establish and maintain effective working relationships
- MS Office Suite (Word and Excel)

## **EDUCATION AND EXPERIENCE**

Bachelor's degree or equivalent from an accredited college or university with major course work in business administration, public administration or a related field and a minimum of seven (7) years of progressively responsible claims adjustment experience including three (3) years of experience at a supervisory level. Experience with the public sector is highly desirable.

## **ADDITIONAL INFORMATION**

In 2015, work location will move to Folsom Street and Beale Street in San Francisco.

## **COMPENSATION AND BENEFITS**

**Salary:** \$7,911 - \$9,615 per month

**Pension:** Employee pays CalPERS 6.25% of salary toward 2.0% @ age 62 or 2.5% @ 67 retirement plan

**Social Security:** Employee pays 6.2% of salary

**Deferred Compensation:** STARS/UTC 457 and/or ICMA-RC Retirement Plan (Voluntary)

**Retiree Medical Account:** \$100 per month

**Health and Dental Plans:** Two HMO and two PPO Medical Plans, Dental Insurance, and VSP Vision. Out-of-pocket contribution may be required depending on selected coverage.

**Life Insurance:** ABAG Paid coverage equal to 2 times annual salary

**Other Benefits:** Public Transit Vouchers and pre-tax options for eligible health care and dependent care expenses

**Vacation, Sick Leave, Holidays:** Competitive leave package including 11 paid holidays and 3 floating holidays annually

## **APPLICATION AND SELECTION PROCESS**

Please submit a cover letter, resume, and employment application to:

ABAG H.R. 13-74  
P.O. Box 2050  
Oakland, CA 94604-2050

AN AGENCY APPLICATION IS REQUIRED AND MAY BE OBTAINED AT [www.abag.ca.gov/jobs.html](http://www.abag.ca.gov/jobs.html) OR BY SENDING A SELF-ADDRESSED, STAMPED ENVELOPE TO ABAG—H.R. 13-74, P.O. BOX 2050, OAKLAND, CA 94604-2050. FOR INFORMATION CALL 510/464-8496. POSITION IS OPEN UNTIL FILLED AND MAY BE CLOSED AT ANY TIME. ABAG IS AN EQUAL OPPORTUNITY EMPLOYER. QUALIFIED DISABLED INDIVIDUALS ARE PROTECTED AGAINST DISCRIMINATION.